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## Mississippi Commission on College Accreditation

3825 Ridgewood Road ■ Jackson, MS 39211

Tel: (601) 432-6372 ■ Fax: (601) 432-6225

Website: [www.mississippi.edu/mcca/](http://www.mississippi.edu/mcca/)

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### STUDENT COMPLAINT INFORMATION SHEET

In order for the Mississippi Commission on College Accreditation (MCCA) to facilitate an investigation of a complaint, the following must be true:

1. The student followed the institution's published grievance policy in an attempt to resolve the dispute.
2. The student did not receive a satisfactory resolution and is contacting MCCA as a last resort in the grievance process.
3. The student has submitted the complaint to MCCA in writing using the *Student Complaint Form*.
4. The student has signed the form attesting to the truth and accuracy of the complaint.
5. The student must submit evidence to support the allegation against the institution. Please do not submit original documents as they may not be returned.
6. The student recognizes that MCCA will not investigate anonymous complaints. By signing the form, the student acknowledges that MCCA will share the information provided with the institution and other State agencies as applicable/appropriate in order to help resolve the complaint.

Upon receiving a student complaint, MCCA will facilitate an investigation if the matter being disputed falls within its jurisdiction. If preliminary findings indicate a violation by the institution, MCCA shall attempt to resolve the complaint. All parties will be notified of the outcome of the investigation.

If the complaint is regarding an out-of-state institution not authorized by MCCA, please direct your complaint to the authorizing/licensing agency in the institution's home state.



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State Authorization  
STUDENT COMPLAINT FORM

- 1. Describe the nature of the complaint, including the events or circumstances upon which the complaint is based and the names and titles (if any) of the individuals involved. Attach additional sheets if necessary.

Institution: \_\_\_\_\_

Location: \_\_\_\_\_

Official(s) Involved: \_\_\_\_\_

Description of complaint in clear terms: \_\_\_\_\_  
\_\_\_\_\_

What do you want the institution to do? \_\_\_\_\_

Describe other channels the complainant is pursuing, including courts: \_\_\_\_\_  
\_\_\_\_\_

- 2. Attach documentation proving that a reasonable effort has been made to resolve the complaint directly with the institution through all levels of the institution’s published grievance process.
- 3. Attach any evidence bearing on the issue.
- 4. Sign, have notarized, and return this form and the required documentation to the above address.

I hereby grant permission to the Mississippi Commission on College Accreditation to forward a copy of this complaint to the institution for response and other State agencies as applicable to facilitate review/resolution of the complaint. I certify that the information I have provided is complete, true, and correct to the best of my knowledge.

Print name \_\_\_\_\_ Signature \_\_\_\_\_

Street Address \_\_\_\_\_ City, State, Zip Code \_\_\_\_\_

Telephone \_\_\_\_\_ Email \_\_\_\_\_

Sworn to before me (Date) \_\_\_\_\_

Print name \_\_\_\_\_ Signature \_\_\_\_\_ (Seal)

Notary Public for \_\_\_\_\_ My commission expires \_\_\_\_\_